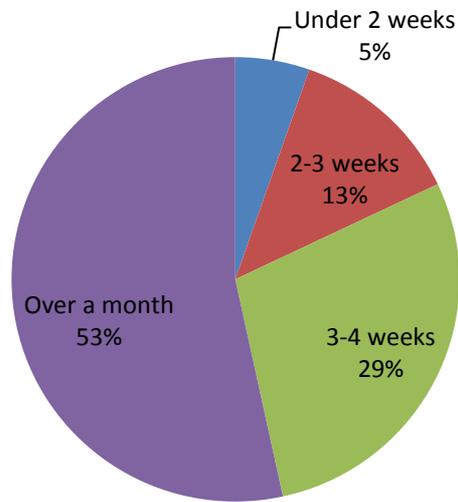
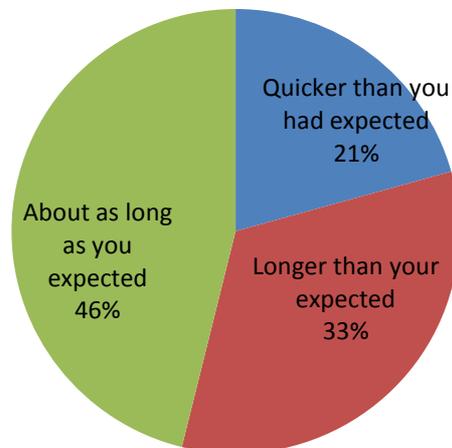


GP ENT Service Questionnaire Results September 2016 to July 2017

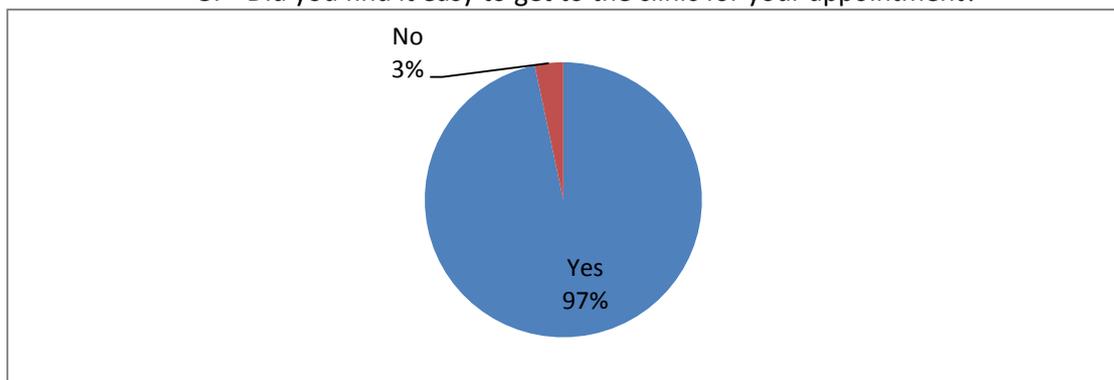
1. Once your GP had seen you, how long did you have to wait for your ENT appointment with the specialist?



2. Was this time:



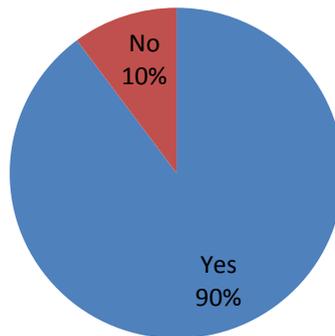
3. Did you find it easy to get to the clinic for your appointment?



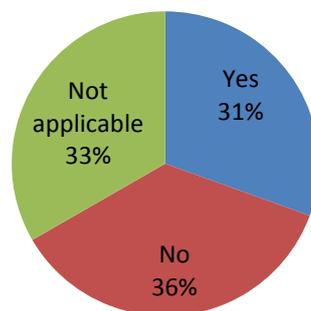
4. If No, why did you find this problematic? How could this be improved?

- Buses not available so had to get taxi.
- Had to take a bus & walk.
- No, difficult to get to Estuary View from Faversham.
- Not near to my address.

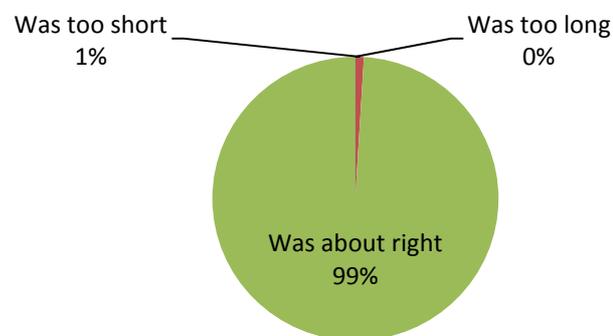
5. Were you seen on time?



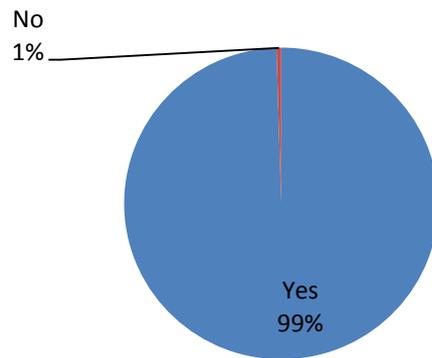
6. If you were not seen at your appointment time, were you kept informed of why?



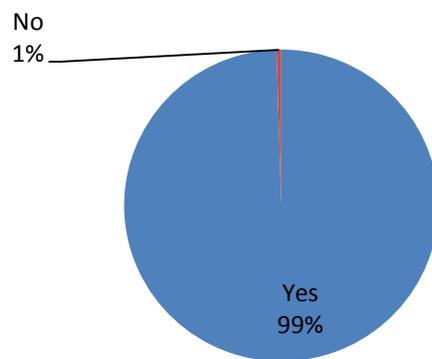
7. Did you feel that the time you spent with the ENT specialist was long enough?



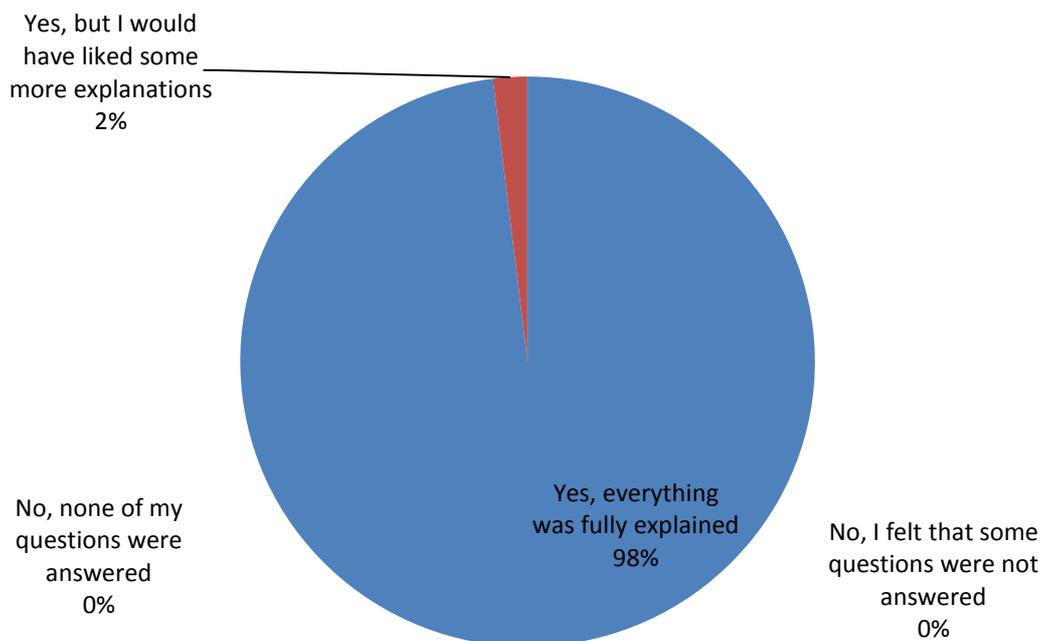
8. Did you feel that your appointment with the specialist GP was thorough enough?



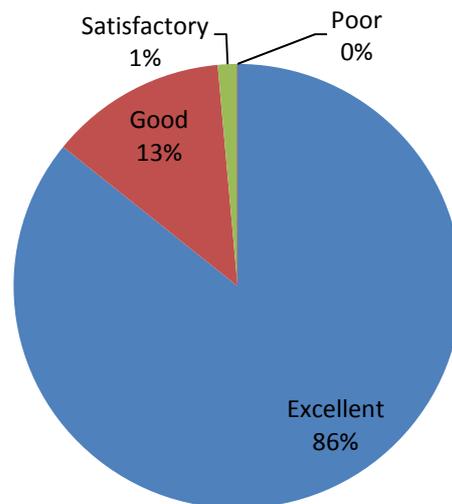
9. Were you able to ask any questions throughout your appointments?



10. Were you happy with the explanations given to you during your appointment?



11. Taking everything into account, how would you rate the overall quality of care of the service you received?



12. In order for us to continue to improve & redesign services, we would be grateful for any further comments or suggestions that you might have on our community service?

- A great service, thank you.
- Being able to have this service locally is great and much preferable to going off to a large and impersonal hospital. I would just like to say how very helpful, professional and understanding I found the secretary who makes the ENT appointments. The doctor was superb. Yes I wasn't seen until a few minutes past my appointment time but I didn't mind this especially as the previous patient was fairly elderly.
- Excellent, couldn't fault it.
- Great to have a local service with specialists.
- I am very impressed by this service.
- I am very satisfied with all my local NHS services.
- I live in a village outside Faversham and rely on public transport. I had quite a distance to walk to the nearest bus stop to get to Canterbury. I do appreciate not everybody can have an apt more convenient to them, but those living further away a later one would help. I did try to change but the wait would have been an extra 2 weeks.
- I really cannot think or want to change anything about the wonderful community services. Today 21.6.17 will be my third ENT appt at NMP and cannot thank my local GP enough for this referral. Being an op ENT at KCH for any years I experienced many appts cancellations (unexplained) and other problems so feel very privileged to be new pt at this surgery many thanks.
- I think that sometimes the admin part of the process lacks co-ordination but the general care and expertise of the clinicians is excellent.
- I thought this was a quick and effective method of getting knowledgeable advice. I felt I could ask any questions that were needed.
- I waited a long time for this appointment but once I was there service was BRILLIANT thank you.
- Keep funding them, the staff and services are fantastic and we are very fortunate. Go more electronic.
- Perfect 100% fantastic.
- Quick appointment & friendly & helpful consultant and staff. Very happy thanks! (Senthil).
- This is a wonderful service. I wouldn't want to change anything about it. Feel very privileged to be a patient here.

- This was possibly the most efficient informative and caring treatment that I have ever experienced.
- Very relaxing experience.
- Wants options for appointments date/times online.
- I was 20 minutes late being seen.
- Your practice is very good.